FD Portfolio Manager℠ Merchant Location Portal

User Manual

First Data Learning Organization

First Data™
b›yond the transaction

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Chapter 1: Overview and Sign-on

In This Chapter

- Overview of the Portfolio Manger Merchant Location Portal
- How to sign into the tool

Overview

The First Data Portfolio Manager[SM] Solution provides online tools to meet your business needs, all-in-one safe and secure online environment.

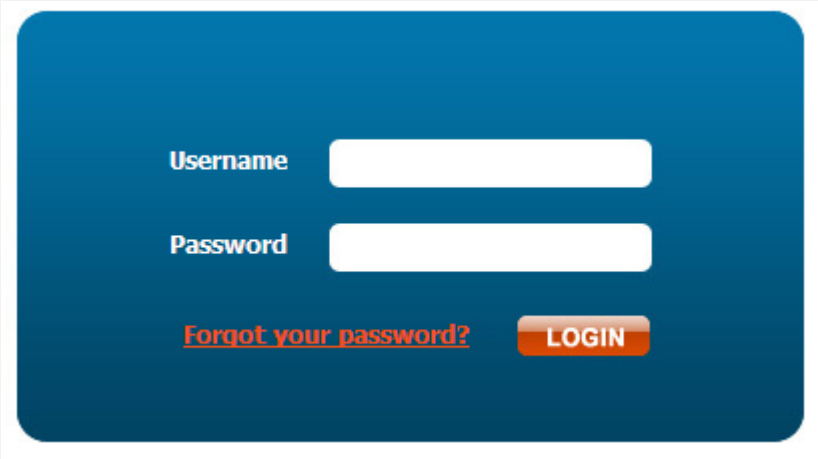
Portfolio Manager provides the opportunity for you to view your transaction processing information, voids/declines, chargebacks/retrievals and IRS TIN validation reporting status.

Portfolio Manager - At a Glance

- Up to 18 months of Statements and Transaction Data (Note: Merchants will not have access to 18 months of history initially)
- Authorization Information
- Receipt Reprint Option
- Card Search Functionality
- Merchant Dashboard View

How to Sign-in to the tool

Follow the procedures below to access Portfolio Manager:

Step	Action
1	Access : www.fdportfoliomanager.com
2	Key your User Name and Password:  Click LOGIN. Result: the Merchant Location Dash Board appears. • NOTE: The Username for a merchant will always be the merchant number.

Chapter 2: Merchant Location Portal

In This Chapter

- Merchant Dash Board
- Processing Data Tab: Payment History, Batch History, Voids/Rejects/Declines, Returns, Card Search, and Retrieval / Chargebacks
- Statement Tab
- Contact US Tab
- User Maintenance Tab
- Tax Reports Tab

Overview

This chapter discusses all the tabs within the Merchant location perspective. Please note, depending on the role your user ID has been provided, permissions will determine if you can access and perform functions within that tab.

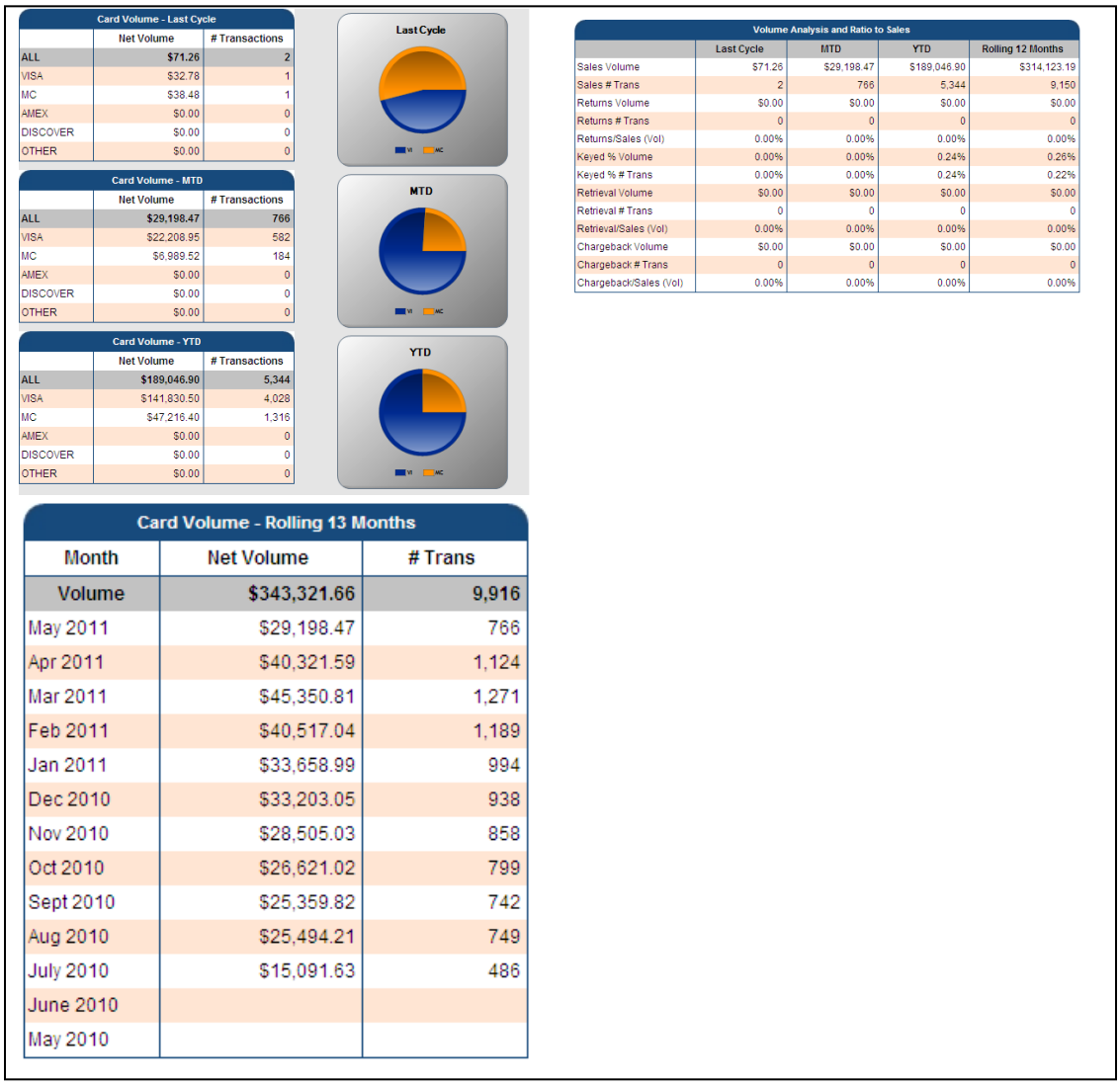
Once you sign in, the dash board appears. The dash board is the home screen and the first screen you can view. The dash board is a snap shot of the merchant location card processing information.

From this screen, you will use the menu tab to navigate to other screens within the tool.

Merchant Portal Offerings (depending on permission rights)

- Deposit summary and detail
- Batch summary
- Transaction detail
- Up to 18 months of transaction history (Note: Merchants will not have access to 18 months of history initially)
- Card search function by first six or last four of the card number
- Chargeback and retrieval disposition
- Substitute draft creation
- Up to 18 months of Statements online (Note: Merchants will not have access to 18 months of history initially)
- Chain /roll up reporting and login
- Tax Reporting Validation

Merchant Location Dash Board



Card Volume - Last Cycle

	Net Volume	# Transactions
ALL	$71.26	2
VISA	$32.78	1
MC	$38.48	1
AMEX	$0.00	0
DISCOVER	$0.00	0
OTHER	$0.00	0

Card Volume - MTD

	Net Volume	# Transactions
ALL	$29,198.47	766
VISA	$22,208.95	582
MC	$6,989.52	184
AMEX	$0.00	0
DISCOVER	$0.00	0
OTHER	$0.00	0

Card Volume - YTD

	Net Volume	# Transactions
ALL	$189,046.90	5,344
VISA	$141,830.50	4,028
MC	$47,216.40	1,316
AMEX	$0.00	0
DISCOVER	$0.00	0
OTHER	$0.00	0

Last Cycle

MTD

YTD

Volume Analysis and Ratio to Sales

	Last Cycle	MTD	YTD	Rolling 12 Months
Sales Volume	$71.26	$29,198.47	$189,046.90	$314,123.19
Sales # Trans	2	766	5,344	9,150
Returns Volume	$0.00	$0.00	$0.00	$0.00
Returns # Trans	0	0	0	0
Returns/Sales (Vol)	0.00%	0.00%	0.00%	0.00%
Keyed % Volume	0.00%	0.00%	0.24%	0.26%
Keyed % # Trans	0.00%	0.00%	0.24%	0.22%
Retrieval Volume	$0.00	$0.00	$0.00	$0.00
Retrieval # Trans	0	0	0	0
Retrieval/Sales (Vol)	0.00%	0.00%	0.00%	0.00%
Chargeback Volume	$0.00	$0.00	$0.00	$0.00
Chargeback # Trans	0	0	0	0
Chargeback/Sales (Vol)	0.00%	0.00%	0.00%	0.00%

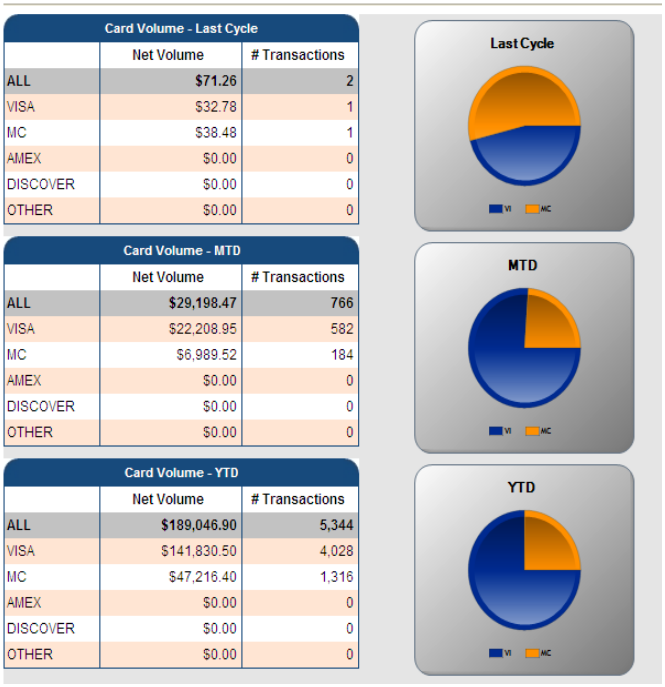
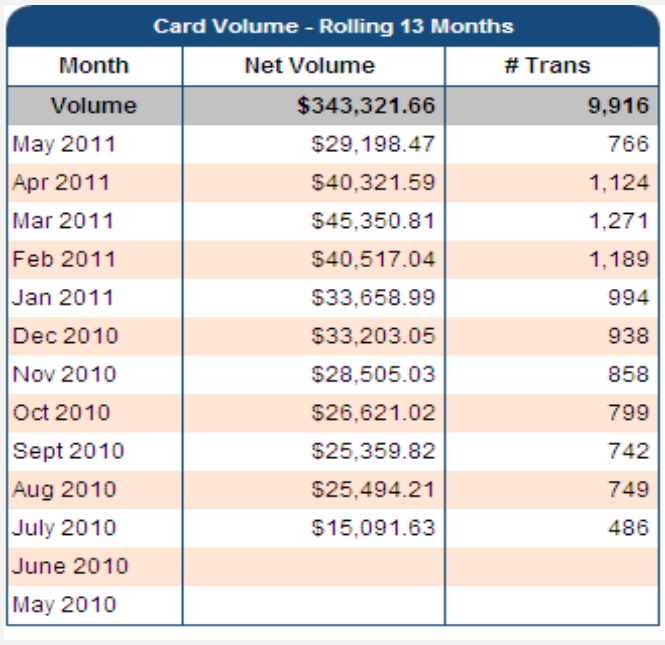
Card Volume - Rolling 13 Months

Month	Net Volume	# Trans
Volume	$343,321.66	9,916
May 2011	$29,198.47	766
Apr 2011	$40,321.59	1,124
Mar 2011	$45,350.81	1,271
Feb 2011	$40,517.04	1,189
Jan 2011	$33,658.99	994
Dec 2010	$33,203.05	938
Nov 2010	$28,505.03	858
Oct 2010	$26,621.02	799
Sept 2010	$25,359.82	742
Aug 2010	$25,494.21	749
July 2010	$15,091.63	486
June 2010		
May 2010		

The Dash Board is a snap shot of your location card processing. By reviewing the dash board you will be able to view your card processing information. The next few pages breaks-down each section of the dash board and provide an explanation.

Card Volume Section

The screen shots below are the left top portion of the dash board.

Description	Screen Shot
These three sections provide a view of your card volume. The first table provides a view of your current card net volume and the number of transactions. The second table provides a view of your Month to Date card net volume and the number of transactions. The third table provides a view of your Year to Date card net volume and the number of transactions. The column to the right of the tables provides a PIE Chart view of the same information.	
Card Volume – Rolling 13 Months, provides a rolling view of the last 13 months of your transaction volume.	

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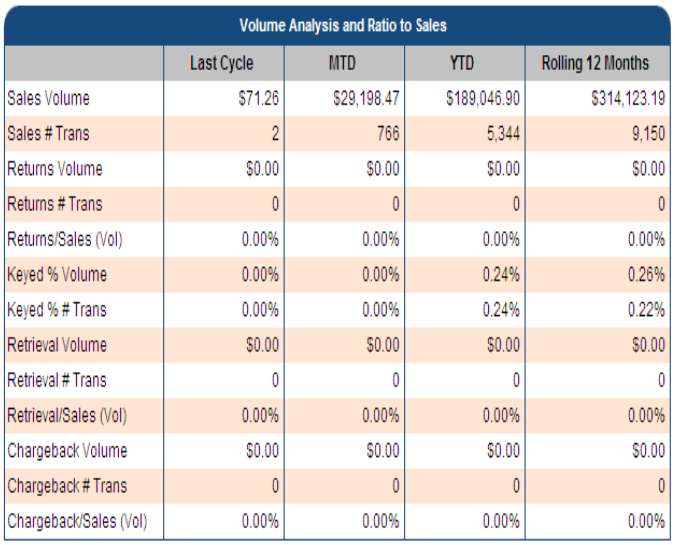
Volume Analysis Section

The screen shot below is the right top portion of the dash board.

Description	Screen Shot
The Volume Analysis and Ratio to Sales table provides a snap shot view of the current, Month-to-date, Year-to-date and Rolling 12 month value of your merchant location for: Sales Volume Sales # Transactions Returns Volume Returns # Transactions Returns / Sales (Volume) Keyed % Volume Keyed % # Transactions Retrieval Volume Retrieval # Transactions Retrieval / Sales (Volume) Chargeback Volume Chargeback # Transactions Chargebacks / Sales (Volume)	

Volume Analysis and Ratio to Sales

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Returns # Trans	0	0	0	0
Returns/Sales (Vol)	0.00%	0.00%	0.00%	0.00%
Keyed % Volume	0.00%	0.00%	0.24%	0.26%
Keyed % # Trans	0.00%	0.00%	0.24%	0.22%
Retrieval Volume	$0.00	$0.00	$0.00	$0.00
Retrieval # Trans	0	0	0	0
Retrieval/Sales (Vol)	0.00%	0.00%	0.00%	0.00%
Chargeback Volume	$0.00	$0.00	$0.00	$0.00
Chargeback # Trans	0	0	0	0
Chargeback/Sales (Vol)	0.00%	0.00%	0.00%	0.00%

The Menu Bar

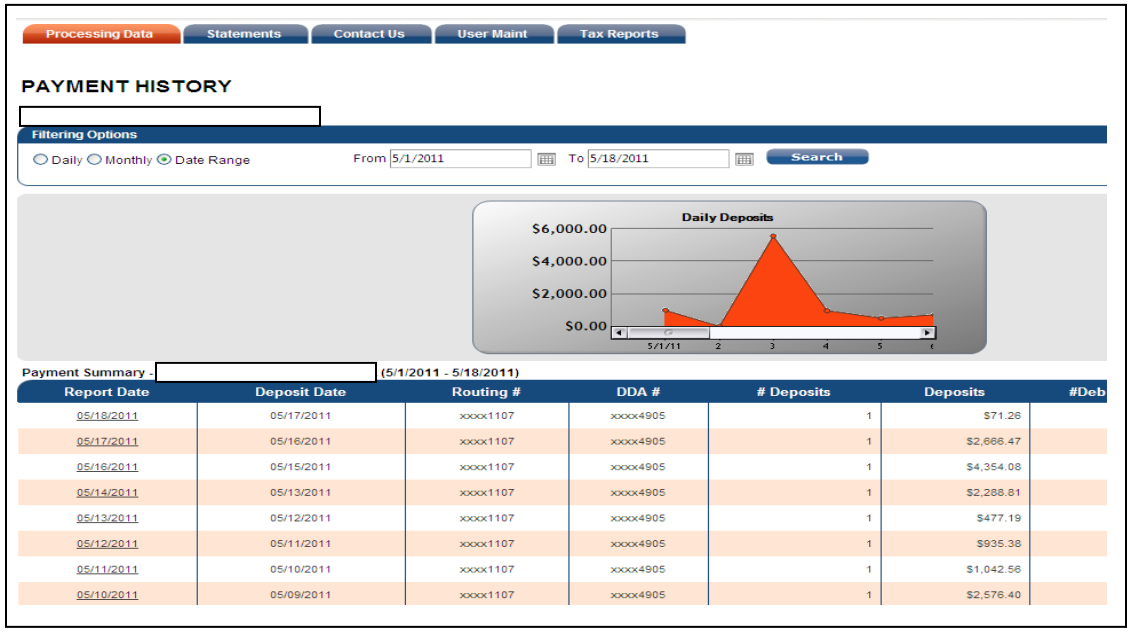
By using the information from the Dash Board and the tabs within the menu bar, you are able to drill down into your card processing transaction information. Below is a screen shot of the menu bar. The next few pages of this chapter will provide screen shots of each screen you can access via the menu bar and an explanation of each screen.

- **Processing Data**: Provides Payment History, Batch History, Voids / Rejects, Returns, Card Search information and Retrievals / Chargebacks.
- **Statements**: Provides up to the last 18 months of statements.
  (Note: Merchants will not have access to 18 months of history initially)
- **Contact Us**: Provides the merchant with customer service contact information.
- **User Maint**: Provides the capability to add an additional user.
- **Tax Reports**: Displays merchant tax validation status response.

Processing Data Tab – Payment History Screen

The Payment History screen provides deposit information. You will see in the middle of the screen a Daily Deposit graph of the time frame selected.

Within the screen you will see the **Report Date**, **Deposit Date**, **Routing #**, **DDA#**, **# of Deposits, amount of the Deposits**, **# of Debits, amount of the Debits** and the **Net Deposit**.



Report Date	Deposit Date	Routing #	DDA #	# Deposits	Deposits	#Deb
05/18/2011	05/17/2011	xxxx1107	xxxx4905	1	$71.26	
05/17/2011	05/16/2011	xxxx1107	xxxx4905	1	$2,666.47	
05/16/2011	05/15/2011	xxxx1107	xxxx4905	1	$4,354.08	
05/14/2011	05/13/2011	xxxx1107	xxxx4905	1	$2,288.81	
05/13/2011	05/12/2011	xxxx1107	xxxx4905	1	$477.19	
05/12/2011	05/11/2011	xxxx1107	xxxx4905	1	$935.38	
05/11/2011	05/10/2011	xxxx1107	xxxx4905	1	$1,042.56	
05/10/2011	05/09/2011	xxxx1107	xxxx4905	1	$2,576.40	

To access the Payment History screen use the steps below:

Step	Action
1	Click the Processing Data tab.
2	Select Payment History.
3	Set your search filter: Daily, Monthly or Date Range.
4	Click Search.
5	View the Payment Summary information located at the bottom of the screen shot.

Processing Data Tab – Batch History screen

The Batch Information screen provides transaction information on all settled transaction activity.

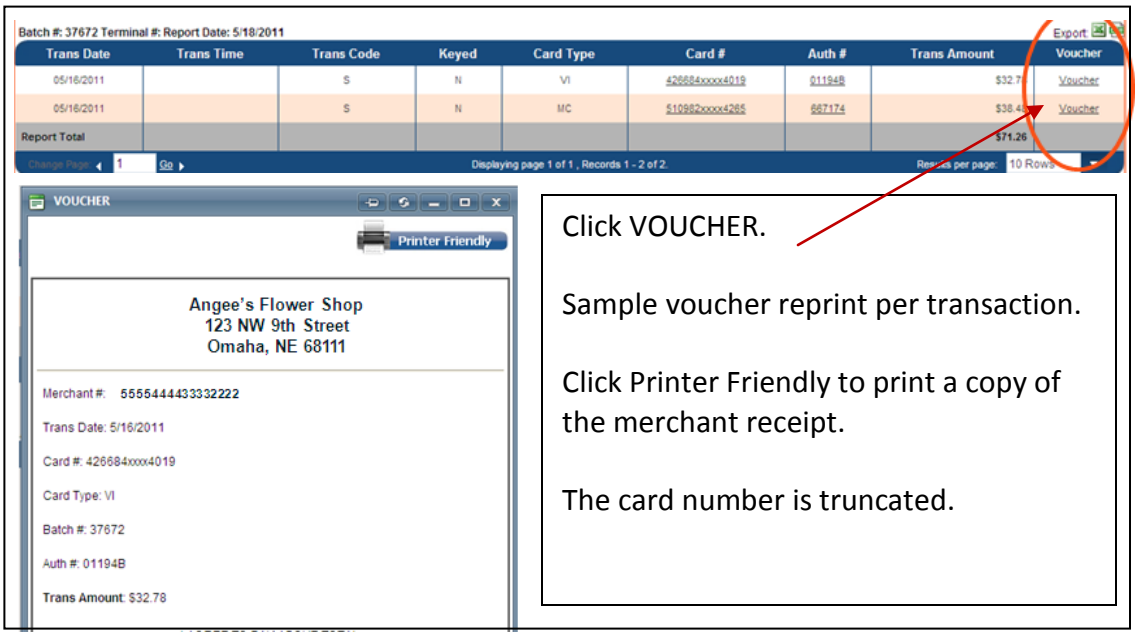
Within the screen you will see the **Report Date**, **Terminal #**, **Batch #**, **% Keyed**, **Average $ Transaction in the Batch, Sales volume**, **Returns Volume** and the **Net Volume**.

To access the Batch Information screen use the steps below:

Step	Action
1	Click the Processing Data tab.
2	Select Batch History.
3	Set your search filter: Daily, Monthly or Date Range.
4	Click Search.
5	Locate the row with the date and batch number you wish to view.
6	Click the Batch Link you wish to drill down for more detail information.
7	View the Batch Information located at the bottom of the screen shot.

Processing Data Tab – Batch History Voucher Reprint Option screen

Do you need to print a receipt? You can print a receipt by drilling down from the Batch Information screen.



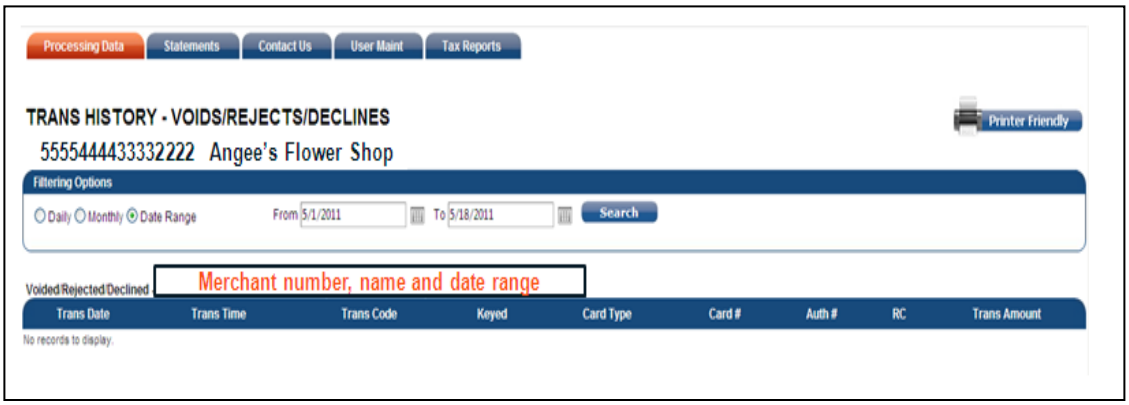
To access the Voucher link to reprint a receipt in the Batch Information screen use the steps below:

Step	Action
1	Click the Processing Data tab.
2	Select Batch History.
3	Select the desired batch on the Batch History screen. Result: the Batch Detail screen appears.
4	Select the Batch Detail Transaction you wish to reprint a receipt.
5	Click the VOUCHER hyperlink. Result: The reprint receipt appears.
6	Click the PRINTER FRIENDLY link to print a receipt.

Processing Data Tab – Voids/Rejects/Declines screen

The Voids/Rejects/Declines screen provides a list of all transactions that were voided, rejected or declined within a specific batch.

Within the screen you will see the **Transaction Date**, **Transaction Time**, **Transaction Code**, **Keyed** (an **N if the transaction was swiped,** a **Y if the transaction was keyed)**, the **Card Type, Card Number, Authorization Number, RC code** and the **Transaction Amount.**



To access the Voids/Rejects/Declines screen use the steps below:

Step	Action
1	Click the Processing Data tab.
2	Select Voids/Rejects/Declines.
3	Set your search filter: Daily, Monthly or Date Range.
4	Click Search.
5	If there are any Voids/Rejects/Declines they will be located at the bottom of the screen shot. Note: Merchants have up to 18 months worth of history. (Note: Merchants will not have access to 18 months of history initially)

Processing Data Tab – Returns screen

The Returns screen provides return transaction information for a specific batch. Within the Return screen you can trace your sales vs. return ratio.

The Returns section provides information on whether the returns yield a:

- No Match: no sale with the last 90 days match the search criteria
- Partial Match: a portion of the sale match the search criteria
- Full Match: the card number and transaction match the search criteria

Within the screen you will see the **Report Date**, **Terminal Number**, **Batch Number**, **Transaction Date**, **Transaction Time, Keyed** an **N if the transaction was swiped** a **Y if the transaction was keyed**, the **Card Type, Card Number, Transaction Amount** and **Matched** information**.**

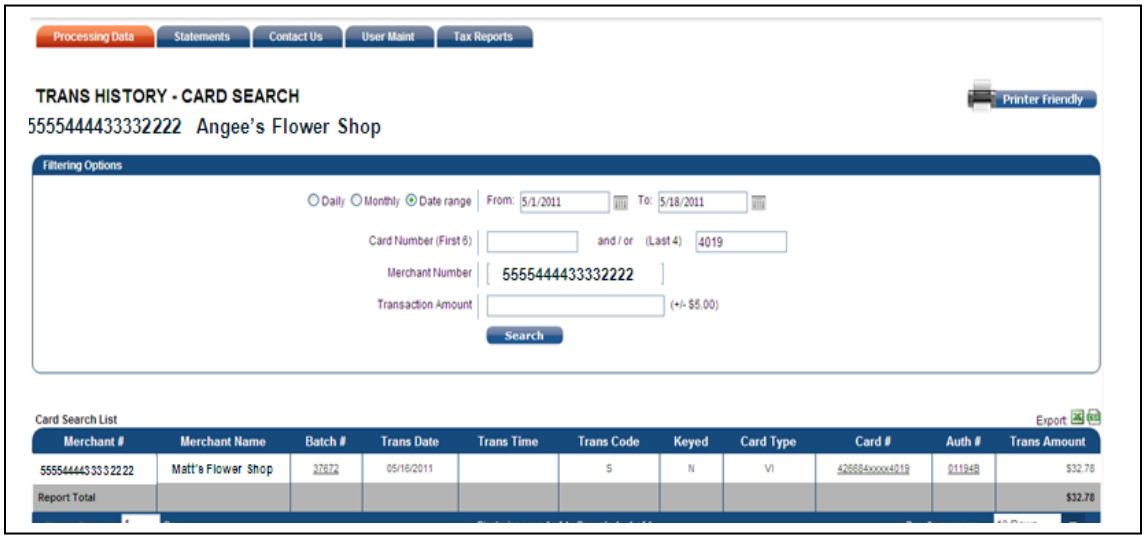
To access the Returns screen use the steps below:

Step	Action
1	Click the Processing Data tab.
2	Select Returns.
3	Set your search filter: Daily, Monthly or Date Range.
4	Click Search.
5	If there are any Returns they will be located at the bottom of the screen. Note: Merchants have up to 90 days worth of history.

Processing Data Tab – Card Search screen

The Card Search screen allows you to search 18 months back for transaction activity for a specific card number. The search criteria requires the first six OR the last four digits of the card number.

Within the screen you will see the **Merchant Number**, **Merchant name**, **Batch #**, **Transaction Date, Trans Code, Keyed (**an **N if the transaction was swiped,** a **Y if the transaction was keyed), Card Type, Card Number, Authorization Number,** and the **Transaction Amount.**



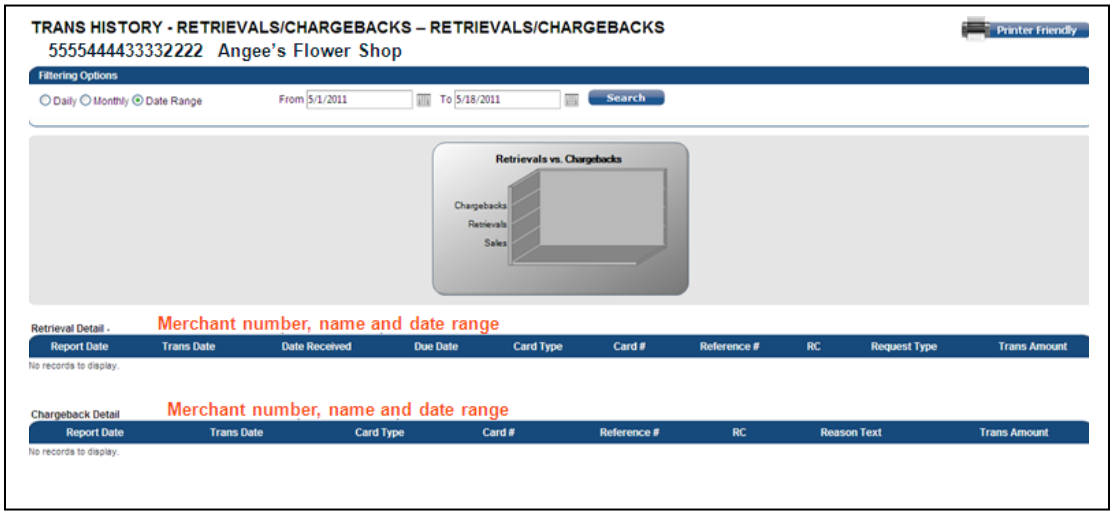
To access the Card Search screen use the steps below:

Step	Action
1	Click the Processing Data tab.
2	Select Card Search.
3	Set your search filter: Daily, Monthly or Date Range / Key the first six or last four digits of the card number.
4	Click Search.
5	The Card Search List will appear at the bottom of the screen. Note: Merchants have up to 18 months worth of history. (Note: Merchants will not have access to 18 months of history initially)

Processing Data Tab – Retrievals / Chargebacks screen

The Retrievals / Chargebacks screen allows you to view 18 months history of any retrievals or chargebacks.

Within the screen you will see the **Report Date**, **Transaction Date**, **Date Received**, **Due Date**, **Card Type**, **Card Number**, **Reference Number**, **RC code**, **Request Type**, and the **Transaction Amount.**



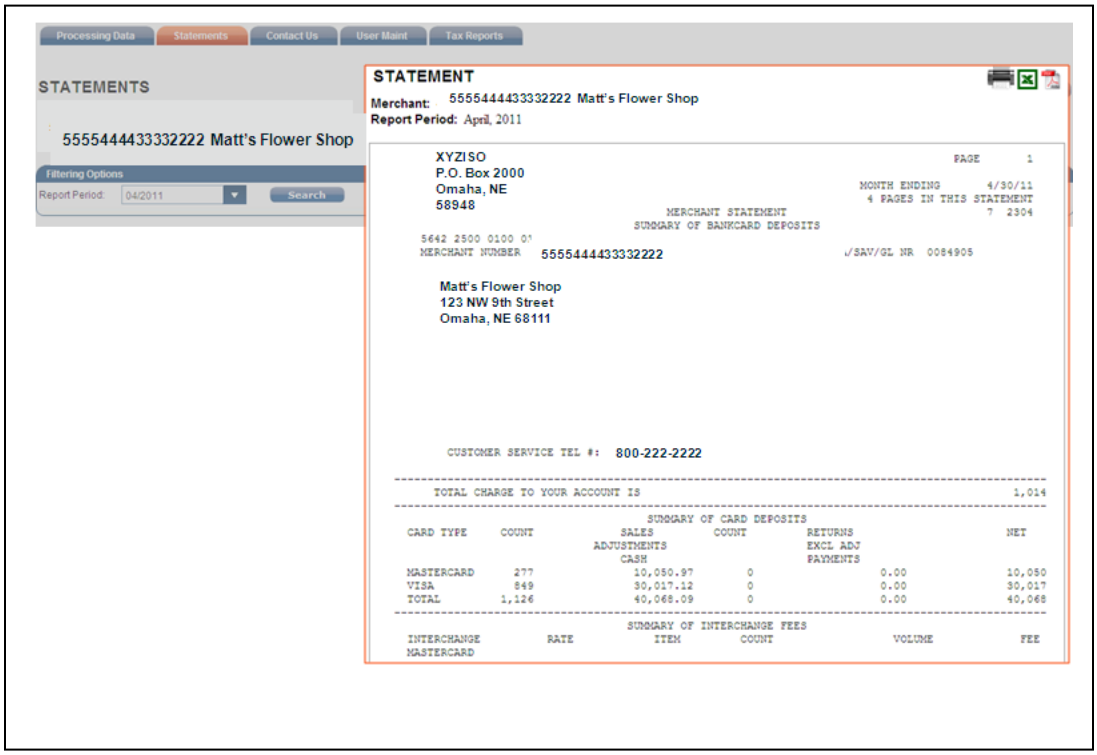
To access the Retrieval / Chargeback screen use the steps below:

Step	Action
1	Click the Processing Data tab.
2	Select Retrievals, Chargebacks or Retrieval/Chargeback.
3	Set your search filter: Daily, Monthly or Date Range / Key the first six or last four digits of the card number.
4	Click Search.
5	The Retrieval and Chargeback Detail section will appear at the bottom of the screen. Note: Merchants have up to 18 months worth of history. (Note: Merchants will not have access to 18 months of history initially)

This completes the links that are housed under the Processing Tab.
The following pages provide information related to the Statement, Contact Us, User Maintenance and Tax Reports tabs.

Statement Tab

You will have access to pull up to 18 months worth of statements within the Statement tab section. (Note: Merchants will not have access to 18 months of history initially)



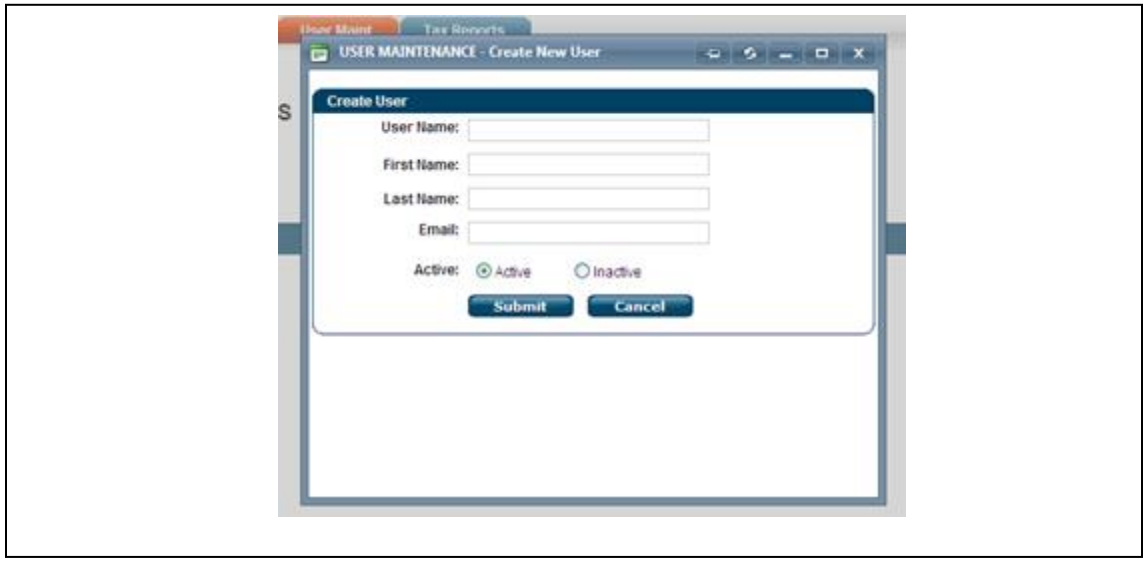
To access the Statement section, complete the following:

Step	Action
1	Click the Statement tab.
2	Select the Report Period.
3	Click Search.
4	Use the scroll function to view the entire statement.

User Maintenance Tab

If your User ID provides you access, the User Maintenance screen allows you to create additional users.

If the Create New User is a blue hyperlink you will have this functionality.



Step	Action
1	Click the User Maintenance tab.
2	Select Manage Users.
3	Click Create New User. Result: the User Maintenance screen appears.
4	Complete the User Maintenance-Create New User screen.
5	Click Submit.

Contact US Tab

The Contact Us tab provides the following Contact Us information.

Contact Information
Customer Service Phone Number
Customer Service Fax Number
Customer Service Mailing Address
Customer Service Email Address

Tax Reports Tab

If you have access to the information on the Tax Reports tab, you will be provided tax validation response(s) for your location.

The tax information provided at the time your merchant account was created was transmitted to the IRS database, in which it is validated with what the IRS has on file (per the W9 IRS form). The Tax Report tab provides the Validation Response Code sent back indicating the IRS Reporting status.

Valid codes:

00 - The combination of TIN and legal business name is in IRS files.
01 - The TIN in this combination of TIN and legal business name is missing or not numeric.
02 - The TIN in this combination of TIN and legal business name is not currently issued.
03 - This combination of TIN and legal business name is not in IRS files.
04 - This TIN matching request is invalid.
05 - The TIN matching request is a duplicate.
06 - This combination of TIN and legal business name has a TIN that matches a Social Security Number (SSN) in IRS files.
07 - This combination of TIN and legal business name has a TIN that matches an Employee Identification Number (EIN) in IRS files.
08 - This combination of TIN and legal business name has a TIN that matches both an SSN and an EIN in IRS files.
99 - This combination of TIN and legal business name has a TIN that is not complete and/or not correctly formatted, so the System did not include this combination in its submission to the IRS.

Step	Action
1	Click the Tax Reports menu tab. Result: the Tax Reports screen appears.